

**BEFORE  
THE PUBLIC SERVICE COMMISSION  
SOUTH CAROLINA  
DOCKET NO. 2021-141-T**

Application of	)	
	)	
<b>UPSTATE MOVING &amp; MORE, LLC</b>	)	<b>PREFILED DIRECT</b>
	)	<b>TESTIMONY</b>
	)	<b>OF</b>
for Class E (Household Goods) Certificate of	)	<b>KELVIN D. ROSEMOND</b>
Public Conveyance and Necessity for	)	
Operation of Motor Vehicle	)	
_____	)	

**MR. MARCHANT:** Mr. Commissioner, I'm Lucas C. Marchant, with Marchant Law Firm and I'm here with Kelvin D. Rosemond, who represents Upstate Moving & More, LLC, as Operator and Owner.

**BY MR. MARCHANT**

Q. Please state your name and address.

A. My name is Kelvin D. Rosemond and my business address is 34 Pacific Avenue, Greenville, South Carolina 29605.

Q. Mr. Rosemond, you, in consultation with all the staff involved, you have prepared testimony and have written it out, have you not?

A. That is correct.

Q. Would you like to incorporate by reference any documents into your testimony?

A. Yes, I would like to incorporate by reference the Company's application and exhibits, including the tariff, bill of lading and terms with this Commission.

Q. Would you please read that testimony at this time?

A. I will. This is testimony which we prepared based on advice from the Office of Regulatory Staff, and I will read it for you now.

**WITNESS (ROSEMOND):** My name is Kelvin D. Rosemond, and I'm the sole Owner and Operator of Upstate Moving & More, LLC. Upstate Moving & More, LLC is a South Carolina limited liability company established on June 23, 2021. A copy of the certificate of good standing was filed with our application, to show the Company is in good standing. I have a twenty plus years of experience in the moving industry and wanted to start my own business. Our mission is to serve the families and realtors of the Upstate and throughout the State of South Carolina to the highest level possible for a positive, memorable experience. We are seeking a Class E household goods Certificate of Public Convenience and Necessity with Statewide Authority and the purpose of my testimony today is to show that the public interest will be served by approval of the Class E Certificate.

**As to my education and work history:**

I was educated in the Greenville County School System and graduated from Southside Highschool in 1994. I received a Certificate in Industrial Technology with a Major in Air Conditioning/Refrigeration Technician in 2008 from Greenville Technical College. I have worked for two different moving companies over the years, both being located in Greenville.

**To the matter of our business and business plan portion:**

Our moving business is intended to address the needs of the citizens of South Carolina. We will build our reputation on our exceptional service, attention to detail and involvement in the community. We hope to continue to expand our customer base through high-quality service and expand to larger residential moves across the state. Growing up in Greenville, but having contacts throughout the State, I am receiving requests for moves in various counties throughout South Carolina as friends and family learn of my new business.

Additionally, we will continue to expand our company through local advertisements, our website, and referrals from past clients, real estate agents, family

and friends. We are looking forward to becoming a prominent mover throughout the State.

Prior to receiving our Class E Certification, Upstate Moving & More, LLC completed commercial moves, “labor only” moves, and deliveries. We are seeking the Class E Certification to become complaint in the residential marketplace.

Currently we own and operate a 24-foot box truck for moves and deliveries. As our business grows, we hope to purchase more vehicles. Currently, I am a team of one and will look to expand throughout 2022.

**To the matter of experience and business standing:**

Upstate Moving & More, LLC is a new company, however, I have worked for other moving companies over the last two decades which provided a first-hand look at the methods and processes that were successful and efficient, and the ones that were not. Myself, and our team, will be respectful, with strong morals and ethics learned through my time with these companies. I will handle all the scheduling and administrative work and once our business grows, we intend to receive additional help in this area of the business. We will build a strong reputation by providing outstanding customer service and dependability.

I have acquainted myself with the rules and regulations governing the Class E Certification for moving household goods. We will abide by the regulations governing employees, insurance, bills of lading, tariffs, leasing, and all other regulations related to operations and compliance.

Upstate Moving & More, LLC does not hold any other certificates or licenses for moving services. We have not conducted any prescribed actions and have no complaints filed with any organization against us, to the best of my knowledge.

**To the matter of publications:**

Upstate Moving & More, LLC published notification in all applicable papers and mediums, including the Notice of Filing in The State Newspaper on February 18, 2022. We filed an affidavit of publication of the same.

**To the matter of insurance:**

Upstate Moving & More, LLC has insurance for our company and vehicles. Our premiums for insurance have been provided based on a \$750,000 policy, and our cargo insurance in the amount of \$50,000.

**Financial statement:**

There have been no changes to the financial statement submitted during our application process. Upstate Moving & More, LLC has one truck and substantial moving equipment with the hope of growing our fleet.

**To the matter of rate schedule:**

Upstate Moving & More, LLC set its rate schedule based on prevailing rates in South Carolina and the surrounding market, as outlined in our proposed tariff. To provide our customers transparency in pricing, we have rates for professional moving, rates for our truck, travel fees, the combination of which will provide the customer the entire invoice price. The price of the professional moving is based on the number of team members required and the length of time. There is a three (3) hour minimum charge for any move. We also have an adjusted travel fee for moves that are more than 50 miles from the office. If the destination location of the move is more than 50 miles from the office location, then a travel fee will be applied in the amount of 1/2 hour of the applicable hourly rate for the return trip from the destination back to the office. Additionally, we do charge for heavy items and waiting times.

Our research shows that people prefer transparency in moving costs, and this is our attempt to do so. We will only use the rates provided to the Commission during the application process for our moving services. Our schedule of tariffs clearly lays out transportation costs, the rate of for straight time for men, vehicle costs, travel fees, minimum charges, heavy item charges, and discounted rates. Upstate Moving & More, LLC does not have a surcharge for stairs. I recognize that we can only provide estimates based off the tariffs provided to the Commission and we are not at liberty to provide fixed quotes.

**To the matter of employees:**

Our company currently does not have any employees. As we expand, we hope to add staff next year as needed. These individuals will be provided with training on moving furniture and household wares as well as training on interacting with customers prior to working with Upstate Moving & More, LLC. I will personally train each employee with training videos as well as hands on training. Consistency on processes and procedures for the Company are important to me. Additionally, we will ensure they are covered under our insurance policy, when appropriate, or have their own.

**To the matter of territory:**

While we primarily handle moves in the upstate and Greenville, we have asked for Statewide authority. We made this request in the event someone requests our services moving to or from the upstate to the coast or other parts of the State, we can provide them services. The market in the upstate includes Clemson University which many students from all over the state attend. As I am sure you are aware, in addition to the upstate, other areas of the State are expanding rapidly. With the steady rise in real estate transactions, there is certainly a need for moving companies, like Upstate Moving & More, LLC, to operate in all counties throughout South Carolina. The Statewide authority will allow us to move nearly all clients that call to request our services, including colleges and universities.

**To the matter of equipment:**

Upstate Moving and More, LLC currently owns one vehicle and adequate equipment to perform moving services. Upstate Moving & More, LLC will rent other equipment as needed while the company builds enough profit to purchase other vehicles.

**Finally, to the matter of bills of lading:**

Upstate Moving and More, LLC will provide bills of lading for each move conducted by our company. We have a proposed example of our document. Our primary

business model will be to use labor hours and vehicles for use for a bill of lading, as well as travel fees. Therefore, the process should be very simple and straightforward for our clients, and for our team during the training process. Moreover, we understand that records must be kept for three years and have a filing system to ensure such safe record keeping.

We go above and beyond for our clients, and we believe our committed to them will help us earn their future business, and referrals to family and friends. This is an industry I know and enjoy working in and hope to continue with Upstate Moving & More, LLC for many years. Thank you for your consideration.

**MR. MARCHANT:** Mr. Chairman, we would like to introduce several documents into evidence. The first is our proposed tariff, the second the proposed Bill of Lading with terms, Upstate Moving & More, LLC's application, Affidavit of Publication, and Shipper Witness Affidavit.